

DEPARTMENT OF THE NAVY  
Office of the Chief of Naval Operations  
Washington, DC 20350

OPNAVINST 1754.1A  
NMPC-66  
8 August 1985

OPNAV INSTRUCTION 1754.1A

From: Chief of Naval Operations  
To: All Ships and Stations (less Marine Corps field addressees not having Navy personnel attached)

Subj: FAMILY SERVICE CENTER PROGRAM

Ref: (a) SECNAVINST 1754.1  
(b) OPNAVINST 5352.1  
(c) SECNAVINST 1752.3  
(d) SECNAVINST 5211.5C

Encl: (1) Family Service Center Sites  
(2) Family Service Center Billets and Duties  
(3) Confidentiality in Family Service Centers  
(4) Guidance for Use of Volunteers in Family Service Centers  
(5) Family Service Center Report (OPNAV 1754/1)

1. **Purpose.** To establish Navy policy and assign responsibilities for the administration and support of the Navy Family Service Center Program as directed in reference (a).

A) 2. **Cancellation.** OPNAVINST 1754.1 and OPNAVINST 1740.1A.

R) 3. **Background.** Commanders are responsible for providing the opportunity for a reasonable quality of life for Navy personnel and their families. It is both ethical and pragmatic for Navy leaders to care for their families — ethical because it is the right thing to do and pragmatic because care of Navy members and their families directly impacts upon job performance, retention and readiness. Navy members must be able to concentrate their energy on the successful accomplishment of the Navy mission. A key element in the provision of this care is the establishment of Family Service Centers, which provide services and programs designed to meet the special challenges of Navy life.

R) 4. **Policy.** Navy Family Service Centers (FSC) are an organizational component within the Navy shore activities and commands listed in enclosure (1). FSCs shall work through and in support of, the assigned shore activity's chain of command. FSC Directors shall be experienced line officers who will normally be assigned as a department head or equivalent. FSCs will assume Personal Service Center functions. FSCs will:

a. Provide comprehensive information programs and referral services for Navy families and single service members.

b. Provide Navy personnel and Navy families with opportunities to achieve a more satisfying quality of life in the Navy.

c. Ensure continuing awareness of the importance of the relationship between Navy families and the Navy's ability to execute its mission.

d. Bring about close coordination among existing Navy and civilian family support services.

e. Serve all eligible personnel and their families as set forth in reference (a). In the case of spouse employment, only spouses, dependent children and active duty about to retire are eligible for this particular program.

5. **Program Guidance**

(R)

a. FSC functions as specified in reference (a) include: Information and Referral, Family Assistance, Family Education, Financial Education Counseling, Deployment Support, Family Advocacy, Special Needs Families Support, Employment Assistance, and Relocation Assistance. In addition, FSCs function as the major delivery system for Overseas Duty Support as described in reference (b). Also, FSCs will support command programs such as the Sponsor and Ombudsman programs. FSCs will specifically support the command Ombudsman program by providing space within the FSC for use by the Ombudsmen. FSCs will also offer support to Ombudsmen in such areas as coordination of Ombudsman training, establishment of Ombudsman support groups and assistance to commands in effective use and recognition of Ombudsmen.

b. It is the intent of the FSC program that Centers will not duplicate existing resources of good quality that are otherwise available to Navy personnel and their families. The FSC staff will establish and maintain a close cooperative relationship with existing community (military and civilian) resources. Each FSC will provide comprehensive information and referral services concerning programs, services, volunteer opportunities, and resources available in both the military and civilian communities for single and married Navy members and their families. FSCs will maintain brochures, telephone numbers, names of contact

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persons, and other information such as: Welcome Aboard Packages of other Navy and service installations; health care resources; counseling resources; employment assistance; educational resources; consumer services; service agencies such as American Red Cross, Navy Relief Society, United Way agencies and child care. Referrals of personnel from FSCs to civilian providers of health care services may be made only with the approval of the local Navy health care treatment facility command.

c. A major function of FSCs is the prevention of problems and the enhancement of family life. FSCs will offer informational, educational and preventive programs on a continuing basis, making maximum use of community services. These programs will be offered both during and after normal working hours to facilitate maximum attendance. These programs and other FSC activities will be widely publicized through an FSC newsletter, calendars, "Skills for Living" brochures, etc. "Skills for Living" brochures should include an outline of FSC course and program offerings for the coming quarter or six month period.

d. Short-term Non-Medical Counseling.

(1) FSCs will be limited to short-term non-medical counseling. This counseling will address those conditions not "attributable to a mental disorder" as listed in the Diagnostic and Statistical Manual of the American Psychiatric Association (DSM III). Such non-medical counseling includes: adult anti-social behavior; child and adolescent antisocial behavior; academic, occupational, or parent-child problems; marital problems, and non-medical interventions commonly recommended for family violence, e.g., support groups, violence containment groups and parent education groups. Under no circumstances will FSCs treat medically diagnosable conditions, attributable to mental disorder, as listed and defined in the DSM III.

(2) Counseling directly supports the information and referral function of the FSC. Counseling will be based on the following criteria: maximum use of existing counseling resources (both military and civilian) and non-duplication; flexible and prompt responses to individual and command requests for assistance; economical use of FSC assets; and quality assurance. Counseling in FSCs will include the following:

(a) **Intake Interview**, as an extension of the information and referral service, providing a basic assessment of individual and family problems to determine

whether or not a counseling resource is needed and, if it is, to provide appropriate referral information.

(b) **Supportive Counseling** emphasizes maximum use of existing community (military and civilian) counseling resources to ensure that families and commands receive the best response to a problem situation. The basic purpose of supportive counseling is to provide limited non-medical counseling to people who can most benefit, while arranging prompt support for other individuals and families needing highly specialized or extended counseling by other organizations. Key elements include:

1. Accurate assessment

2. Prompt and flexible staff response

3. Discouragement of client dependency

4. Close collaboration with civilian and Navy professional resources (Medical, JAG, Chaplains, etc.)

(c) Where local resources are not available, FSC Directors may authorize extended (additional sessions) counseling. This may occur at remote/overseas areas or when both spouses are military (provided FSC personnel are suitably qualified.)

(d) Counseling in FSCs will be provided by counselors who are trained and credentialed according to their discipline by a state, territory, or possession of the United States. This will be demonstrated by current license, registration, or certification as appropriate. Counselors already on board will have two years from the date of this instruction to fulfill this requirement.

e. FSCs have a major role in the coordination and support of the non-medical aspects of the Navy Family Advocacy Program (FAP). FSC responsibilities generally include the areas of prevention, education, identification, intervention and referral of involved families. Specific activities include the provision of information briefings, educational programs, support groups, individual assessment counseling, and referral to community agencies. FSCs should participate in the local Family Advocacy Committee (FAC) and any other local Family Advocacy Program (FAP) activities. (Reference (c) pertains.)

f. The Navy FSC Program, at both headquarters and field level, will coordinate programming efforts with family assistance programs of the other uniformed services

A memorandum of agreement may be appropriate when tenant organizations reside on another uniformed service's installation. Members and families of other uniformed services are provided assistance in accordance with reference (a).

g. In the event of mobilization, FSCs will provide appropriate support. Such support may include 24-hour information and referral services and family relocation assistance. Each FSC will develop and maintain a plan for mission execution in time of mobilization.

- A) **6. Staffing and Major Duties.** Minimum staffing for large centers will normally be 2 officers, 4 enlisted and 11 civilians; for small centers 1 officer, 1 enlisted and 7 civilians. Examples of FSC billets and duties are shown in enclosure (2).
- A) **7. Liability.** Government employees may be vulnerable to personal liability for negligent or wrongful actions or omissions made while acting within the scope of federal employment. Professional staff members should be made aware of this so that they may consider the advisability of having their own liability insurance. Most professional associations (social workers, psychologists and so forth) offer such insurance at moderate premiums.
- A) **8. Records and the Privacy Act.** Confidentiality of records in the FSC are governed by the Privacy Act of 1974 (5 U.S.C. Sect. 552a), as implemented within the Navy by reference (d). The Privacy act limits access to personal information in Privacy Act systems of records. Further information on this subject is provided in enclosure (3).
- A) **9. Program Review.** Navy FSCs are expected to maintain a high degree of professionalism in order to provide the highest quality of services to individuals and families. To that end, the Commander, Naval Military Personnel Command will develop guidelines for FSC program review. To ensure a sound FSC program, the following additional guidance is provided:

a. FSCs are subject to normal Navy oversight, e.g., assessment by Immediate Superior in Command, Inspector General and program manager.

b. FSC Directors will ensure that all staff members are fully qualified to perform assigned duties.

c. FSC Directors will conduct an ongoing internal review process consisting of at least the following:

(1) Periodic staff meetings.

(2) Periodic review of client records by the Director, Deputy Director and Chief of Counseling Services.

(3) An annual needs assessment.

(4) Follow-up of clients to assess effectiveness of services provided by the FSC.

**10. Volunteers.** FSCs will serve as the volunteer clearing- (A) house for Navy personnel and their families who may wish to perform volunteer work in either the military or civilian communities. Use of volunteers to complement and supplement FSC programs is highly encouraged. The following guidance applies to volunteers in FSCs:

a. Volunteers shall be personally interviewed by at least one of the following: FSC Director; Deputy Director; or Coordinator of Volunteer Services.

b. The FSC Director, after examining each potential volunteer's background, training and experience, shall determine the acceptability of each volunteer applicant.

c. Volunteers, at the direction of the FSC Director, may be assigned to functions for which they are qualified within the Center.

d. Volunteers will be required to maintain the same standard of professional conduct as regular FSC staff members. Volunteers will not be granted access to records of FSC users.

e. Volunteers may be terminated at any time such action is determined appropriate by the FSC Director.

f. Volunteers' services and activities will be documented, recognized and rewarded.

g. Additional guidance is provided at enclosure (4).

## 11. Action

(R)

a. **Deputy Chief of Naval Operations (Manpower, Personnel and Training) (OP-01).** Within the Office of the Chief of Naval Operations, OP-01 shall provide overall policy guidance and serve as the Chief of Naval Operations' program sponsor for family related matters within the Navy. As such, OP-01 is the program sponsor for the Navy Family Service Center Program in the Program Objectives Memorandum (POM) process.

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**b. Commander, Naval Military Personnel Command (COMNAVMILPERSCOM).** COMNAVMILPERSCOM is responsible for developing and implementing plans and policies for the administration and support of the Family Service Center Program, as outlined by CNO. Direct communication with appropriate Navy personnel on matters related to the Family Service Center Program, as it pertains to the following tasks, is authorized. Matters of policy and resource allocation will be addressed through the chain of command. COMNAVMILPERSCOM shall:

(1) Direct the establishment, maintenance, and support of a Navy-wide system of Family Service Centers.

(2) In coordination with appropriate OPNAV offices and major echelon 2 commanders, develop inputs to the OP-01 Sponsor Program Proposal (SPP) regarding Navy Family Service Centers, and develop and maintain a 5-year plan on program and resource requirements.

(3) Provide training and technical assistance to Navy Family Service Centers.

(4) Provide guidance for on-site program reviews and assist cognizant Immediate Superiors in Command, as required, in the conduct of on-site reviews.

(5) Coordinate with, and where feasible, secure resources and support from Federal, state and local agencies and, as appropriate, host nations, concerned with family growth and development.

(6) Coordinate with, and where feasible, secure resources and support from nongovernment organizations dedicated to supporting family life programs, e.g., United Way, United Service Organizations, et al.

(7) In coordination with the Naval Medical Command, provide policy and guidance pertaining to the establishment and implementation of a Navy-wide Family Advocacy Program.

(8) Ensure the maintenance of a comprehensive and effective research and evaluation program.

(9) Develop, maintain, and disseminate family support related information and material within the Navy.

(10) Coordinate the Family Service Center Program with other Navy and Navy-related family programs.

(11) Provide material support such as equipment, media resources, funding for demonstration projects and grants for specific efforts.

**c. Chief of Chaplains.** Ensure Chaplain Corps awareness of and participation with the Family Service Center Program.

**d. Commander, Naval Medical Command.** Ensure that appropriate medical activities coordinate with and support the Family Service Center Program.

**e. Judge Advocate General (JAG)/Commander, Naval Legal Service Command (NLSO).** Ensure JAG Corps/NLSO awareness of and participation with the Family Service Center Program.

**f. Major Echelon 2 Commanders.** Major echelon 2 commanders shall ensure the establishment, maintenance, and operation of Navy Family Service Centers within existing naval shore activities under their command, as listed in enclosure (1). Major echelon 2 commanders may, as appropriate, establish staff offices to coordinate and support FSC implementation and development, provide recommendations for improvement of the FSC concept, act as an area point-of-contact for family support matters, and provide coordination for increased planning with other service providers.

**g. Commanding Officers.** Commanders and commanding officers designated in enclosure (1) shall ensure the effective management, funding, and operation of Navy Family Service Centers.

**12. Report and Forms.** Commanders and commanding officers designated in enclosure (1) will submit a quarterly Family Service Center Report (enclosure (5)) via the chain of command to arrive at major claimant not later than

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15 January, 15 April, 15 July, 15 October and to be received at COMNAVMILPERSCOM (NMPC-66) no later than 10 February, 10 May, 10 August and 10 November. This reporting requirement is assigned symbol OPNAV 1754-1, Family Service Center Report, and is approved for three years only from the date of this directive. OPNAV 5211/9, Record of Disclosure-Privacy Act of 1974, SN 0107-LF-052-1147 is available from the Navy Supply

System in accordance with NAVSUP P2002. OPNAV forms 1754/1; 1754/2; and 1754/3 are available from NMPC-66.

**WILLIAM P. LAWRENCE**  
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FAMILY SERVICE CENTER SITESName of Site/Station

NAS ADAK, ALASKA	NAS MIRAMAR, CALIFORNIA
NAS ALAMEDA, CALIFORNIA	NAS MOFFETT FIELD, CALIFORNIA
NAVSTA ANNAPOLIS, MARYLAND	NAVSUPPACT NAPLES, ITALY
NAF ATSUGI, JAPAN	SUBASE NEW LONDON, CONNECTICUT
SUBASE BANGOR, WASHINGTON	NAVSUPPACT NEW ORLEANS, LOUISIANA
NAS BARBERS POINT, HAWAII	NETC NEWPORT, RHODE ISLAND
NAS BERMUDA, BERMUDA	NAVSTA NEW YORK, BROOKLYN, NEW YORK
NAS BRUNSWICK, MAINE	NAVBASE NORFOLK, VIRGINIA
NAS CECIL FIELD, FLORIDA	* NAVBASE NORFOLK, VIRGINIA (SATELLITE)
NAVBASE CHARLESTON, SOUTH CAROLINA	NAS NORTH ISLAND, CALIFORNIA
WPNSTA CHARLESTON, SOUTH CAROLINA	NAS OCEANA, VIRGINIA
NAS CHASE FIELD, TEXAS	FLEACTS OKINAWA, OKINAWA (JAPAN)
NAS CORPUS CHRISTI, TEXAS	NAVADMINCOM ORLANDO, FLORIDA
NAS DALLAS, TEXAS	* NAVSTA PANAMA, PANAMA CANAL
* WPNSTA EARLE, NEW JERSEY	NAS PATUXENT RIVER, MARYLAND
NAVSUPPACT DET GAETA, ITALY	NAVSTA PEARL HARBOR, HAWAII
NAVBASEMINCOM GREAT LAKES, ILLINOIS	NAS PENSACOLA, FLORIDA
NAVBASE GUAM, MARIANA ISLANDS	NAVSTA PHILADELPHIA, PENNSYLVANIA
NAVSTA GUANTANAMO BAY, CUBA	* NAS POINT MUGU, CALIFORNIA
CBC GULFPORT, MISSISSIPPI	CBC PORT HUENEME, CALIFORNIA
NAVSUPPACT HOLY LOCH, SCOTLAND	NAVSHIPYD PUGET SOUND, WASHINGTON
NAS JACKSONVILLE, FLORIDA	NAVSTA ROTA, SPAIN
NAVSTA KEFLAVIK, ICELAND	NAVSTA ROOSEVELT ROADS, PUERTO RICO
NAS KEY WEST, FLORIDA	NAVSTA SAN DIEGO, CALIFORNIA
SUBASE KINGS BAY, GEORGIA	* SUBASE SAN DIEGO, CALIFORNIA
NAS KINGSVILLE, TEXAS	* FLEACTS SASEBO, JAPAN
NAVSUPPO LA MADDALENA, ITALY	NAS SIGONELLA, ITALY
NAS LEMOORE, CALIFORNIA	NAS SOUTH WEYMOUTH, MASSACHUSETTS
NAVPHIBASE LITTLE CREEK, VIRGINIA	NAVSTA SUBIC BAY, PHILIPPINES
* NAVACT LONDON, UNITED KINGDOM	NAVSTA TREASURE ISLAND, CALIFORNIA
NAVSTA LONG BEACH, CALIFORNIA	* NAVCAMSEASTPAC WAHIAWA, HAWAII
NAVSTA MARE ISLAND, CALIFORNIA	NAVDIST WASHINGTON, D.C.
NAVSTA MAYPORT, FLORIDA	NAS WHIDBEY ISLAND, WASHINGTON
NAS MEMPHIS, TENNESSEE	NAS WHITING FIELD, FLORIDA
NAS MERIDIAN, MISSISSIPPI	FLEACTS YOKOSUKA, JAPAN

\* ESTABLISHED WITH LOCAL ASSETS. SERVICE MAY BE LIMITED IN SCOPE.

Enclosure (1)

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Family Service Center Billets and Duties

It is intended that local commands have some degree of latitude in staffing their FSCs. There are, however, certain basic requirements in FSC staffing. In the list of billets shown below those marked with an "(R)" are required, whether the center is large or small. The various Program Specialist billets (not marked (R)) are examples of how a large center may be staffed to carry out its required functions. Smaller centers may need to assign Program Specialist functions as a collateral duty.

a. Director (R)

- (1) Directs the work of the Family Service Center.
- (2) Plans, formulates, and recommends policies to the commanding officer on the development and maintenance of assistance programs and services to Navy personnel and their families.
- (3) Advises and assists commands and activities on support services to individuals and families.
- (4) Administers programs and services provided by the FSC.
- (5) Directs the FSC staff.
- (6) Establishes and maintains liaison with tenant commands and homeported units served by the FSC.
- (7) When directed, serves as base or station coordinator and principal point of contact for agencies such as the American Red Cross, Navy Relief Society, and Navy Family Ombudsman Program.
- (8) Establishes and maintains liaison with related agencies and organizations in the civilian community. When directed serves as principal base or station point of contact for these agencies.
- (9) Ensures ongoing public relations programs.

b. Deputy Director (R)

- (1) Acts as Director of the FSC in the Director's absence.
- (2) Under the guidance of the Director, provides the direction for planning, developing, implementing, operating, administering, promoting, and evaluating the FSC program.
- (3) Conducts continuing research and evaluation of Navy community's needs.
- (4) Develops and maintains liaison, coordination, and information exchange between the FSC and other military and civilian organizations relevant to the objectives of the FSC.

Enclosure (2)

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- (5) Assists in development of the FSC budget.
- (6) Serves as personnel manager for FSC staff.
- (7) Serves as contract officer.
- (8) Serves as coordinator for staff training programs.

c. Staff Chaplain. Chaplains may be assigned to FSCs as a part of the command religious ministries program, under the supervision of the command chaplain. Command chaplains will serve as advisors to FSC directors on matters of religious ministry programming, pastoral counseling services and chaplain utilization. At sites where additional 4100 billets are provided to facilitate religious ministry through FSCs, the command chaplain will coordinate chaplain assignments with FSC directors. The FSC chaplain's duties may include:

(1) Advise the FSC Director on moral and religious issues pertinent to the FSC program.

(2) Initiate and maintain liaison on behalf of the FSC Director with appropriate religious institutions in the civilian community.

(3) Develop and deliver family life education and enrichment programs.

(4) Provide pastoral care within the Command Religious Program.

d. Administrative Officer

(1) Is responsible for the administrative functions of the FSC.

(2) Supervises administrative personnel.

(3) Coordinates administrative matters with other offices, agencies, departments.

(4) Serves as Public Affairs Officer (PAO) for the FSC programs and services.

e. Chief of Counseling Services (R)

(1) Provides non-medical counseling, including crisis intervention, assessment counseling and support to individuals and families.

(2) Makes appropriate referrals to community agencies for long-term needs.



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(3) Conducts preventive and educational programs designed to improve the quality of life for single and married personnel and their families.

(4) Deals with complex crises that may involve law enforcement agencies.

(5) Provides professional supervision to counseling staff.

(6) Develops and maintains ongoing liaison with related agencies and organizations of the military and civilian communities.

(7) Develops case management procedures to coordinate services to clients and to conduct follow-up on the progress of the client through the service system.

(8) Develop management information system to compile statistics required by reporting systems.

f. Counselor

(1) Provides professional intake services.

(2) Assists clients in determination of needs and appropriate resources.

(3) Provides non-medical counseling and support for a variety of different needs including the family advocacy program.

(4) Conducts preventive programs designed to improve the quality of life for single and married personnel and their families.

(5) Maintains appropriate case records and statistical reports, as required.

(6) Follows counseling unit guidelines for case management.

g. Family Advocacy Program (FAP) Specialist. (A required function, but may be a collateral duty.)

(1) Coordinates all FSC FAP related programs.

(2) Evaluates all family abuse or neglect cases which come to the FSC.

(3) Serves as FSC point of contact for management of FAP cases with the Family Advocacy Representative (FAR).

(4) In coordination with the FAR conducts FAP related workshops, seminars and education programs.

(5) Maintains a close working relationship with personnel designated to participate in the FAP program at the local level.

h. Information and Referral(I&R) Service Coordinator (R)

(1) Develops a comprehensive data bank/resource file on personal and family support services by collecting, classifying, up-dating, and maintaining information on services available in the military and civilian community.

(2) Provides accurate and empathetic information and referral service to all individuals and families using the service.

(3) Develops a follow-up system to ensure that needs are met.

(4) Maintains statistical and other records on all incoming I&R functions.

(5) Provides orientation and training to FSC personnel and volunteers concerning I&R functions.

i. Information and Referral Specialist

(1) Provides accurate and empathetic information and referral service to all individuals using the service.

(2) Performs client follow-up.

(3) Assists the I&R Coordinator in the development and maintenance of the resource file.

(4) Maintains accurate records of all I&R requests.

j. Volunteer Coordinator (A required function, but may be a collateral duty.)

(1) Plans the FSC volunteer effort in consultation with the Director, Deputy Director, and staff.

(2) Coordinates and supervises the use of volunteers in FSC programs.

(3) Recruits, trains, places, and evaluates individual volunteers.

(4) Maintains records for individuals and programs.

(5) Evaluates effectiveness of volunteer performance within FSC programs.

(6) Maintains liaison with other agencies that use volunteers.

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(7) Directs FSC's role as a clearinghouse by maintaining a list of opportunities for volunteers in military and civilian communities and makes appropriate referrals.

(8) Ensure volunteer services and activities are documented, recognized and rewarded.

k. Program Coordinator (R)

(1) Develops, supervises and implements ongoing programs to meet the needs of Navy people and families. Program areas to be addressed include: pre, during and post deployment; family life education; financial education; spouse employment; special needs families; child development; and relocation services.

(2) Maintains liaison with other civilian and military programs which enhance or enrich family life.

(3) Serves as FSC program planning link to command Ombudsmen.

l. Program Specialist. (Financial and consumer programs) (A required function, but may be a collateral duty.)

(1) Conducts consumer and financial education programs.

(2) Maintains liaison with local financial institutions for policy information, referral, and program development.

(3) Maintains liaison with all area-wide consumer protection agencies and consumer education groups.

m. Program Specialist. (Spouse employment) (A required function, but may be a collateral duty.)

(1) Coordinates all FSC spouse employment assistance programs.

(2) Conducts workshops, seminars and education programs designed to assist spouses in finding employment.

(3) Maintains contact with and a resource file on civilian employment opportunities in the local area.

n. Program Specialist. (Intercultural relations) (A required function, but may be a collateral duty.)

(1) At overseas locations, develops and conducts post-arrival intercultural relations programs. Makes available pre-departure re-entry programs and other workshops as appropriate to ensure continuing cross-cultural adjustment.

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(2) Assists with deploying unit intercultural relations programs.

(3) At locations in the continental United States, makes available pre-departure programs for families going overseas and re-entry programs for families who must readjust to U.S. life following an overseas assignment.

(4) Assists with the FSCs' in-country information and referral effort.

(5) Upon request, assist with suitability screening for overseas assignments.

o. Program Specialist. (Child development education):

(1) Plans and/or conducts programs and seminars on parenting, child development, and exceptional children in conjunction with local agencies, organizations, and educational institutions where appropriate.

(2) Maintains liaison and resource file on all area child care/child development activities including Navy child care centers, medical service, special needs services, and educational opportunities.

p. Relocation Services Coordinator. (A required function, but may be a collateral duty.)

(1) Maintains up-to-date information on all aspects of Navy Sponsor Program and assists in its implementation.

(2) Where maintained by the FSC, administers loan closet and hospitality kits.

(3) Distributes welcome aboard packets.

(4) Maintains liaison with all command relocation activities.

q. Administrative Assistant

(1) Maintains office budget and property records.

(2) Responsible for contract preparation, supplies (ordering and distribution), and order writing.

(3) Where maintained by the FSC, administers emergency food and clothing effort - Loan Closet.

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r. Secretary (R)

- (1) Prepares all correspondence for Director and staff.
- (2) Supervises office filing systems to include correspondence and reference library.
- (3) Maintains Director's and Deputy Director's calendars and schedules appointments.
- (4) Controls all incoming and outgoing correspondence.

s. Clerk-Typist

- (1) Types office memoranda and reports as assigned.
- (2) Types case records of Counseling unit.
- (3) Maintains files of client records.
- (4) Greets walk-in and appointment individuals and families and directs them accordingly.
- (5) Staffs I&R telephone lines, as directed.

Confidentiality of Records in Family Service Centers

1. The Privacy Act of 1974, 5 U.S.C. Sect. 552a, mandates management safeguards for certain records. SECNAVINST 5211.5C, Personal Privacy and Rights of Individuals Regarding Records Pertaining to Themselves, is the instruction which implements the Privacy Act in the Navy. Family Service Center (FSC) user records will be maintained in strict compliance with the Privacy Act and SECNAVINST 5211.5C.

2. Any member/employee of the Department of the Navy may be found guilty of a misdemeanor and fined up to \$5,000 for willfully disclosing information protected by the Privacy Act to any unauthorized person or agency. Note that FSC volunteers are not members or employees of the Department of Defense for purposes of the Privacy Act, and consequently volunteers may not see a user's records.

3. FSC user files will be retained under the name and case number of the user being served. Military sponsor names or other identifying information will not be used to identify files of dependent FSC users. Social security numbers will not be used to identify FSC user files. Military sponsors will not be granted access to dependent FSC user files.

4. Prior to collection of any information from an FSC user, the user must be provided a Privacy Act Statement. All FSCs will utilize the Privacy Act Statement shown at Tab A (OPNAV 1754/2). This statement will be part of all FSC forms which collect information from a user.

5. The user may obtain access to his/her FSC record in most situations in accordance with SECNAVINST 5211.5C. Disclosure of information from a user's record to third party (e.g., local resources) at the prior written request (or with the prior written consent) of the user is also permitted. In cases of marriage or other joint counseling, all of the users whose records are combined in a single file must give prior written permission before records from that file are disclosed to a third party.

6. The Privacy Act allows an FSC to disclose information from a user's record, without the consent of the user, in certain carefully defined cases. Common situations in which a user's records may be disclosed are listed below according to the exemption in the Privacy Act exemption which permits disclosure:

a. Privacy Act Exemption 1: disclosure to officers and employees of the Department of Defense who have a need for the record in the performance of their duties. For example, this exemption allows a user's records to be disclosed to:

- (1) the professional staff of the FSC, but not to FSC volunteers;
- (2) commanding officers and other appropriate DoD authorities, in compliance with BUPERINST 5510.11D, Nuclear Weapon Personnel Reliability Program (PRP), and certain high-level security clearances;
- (3) commanding officers and appropriate DoD authorities, in compliance with OPNAVINST 5350.4, Substance Abuse Prevention Control;
- (4) commanding officers in cases of established spouse abuse, child abuse and neglect, sexual assault, and rape pursuant to the Family Advocacy Program;
- (5) DoD law-enforcement activities e.g., Naval Investigative Service, Naval Legal Service Offices, in connection with their official duties, and
- (6) commanding officers and other appropriate DoD authorities (e.g., DoD medical or security personnel) when the professional FSC staff worker in direct contact with the user judges that the user's life is in danger or that other lives and/or significant property is endangered by the user or others of whom the staff person is informed by the user.

b. Privacy Act Exemption 2: user judges that the disclosure to persons who have submitted written Freedom of Information Act (FOIA) requests, to the extent that the FOIA, 5. U.S.C.; 552, requires this disclosure. However, since release of FSC records will in most cases result in "a clearly unwarranted invasion of personal privacy," very little, if any, information is likely to be required to be released by the FOIA. If a FOIA request for FSC records is received, the FSC staff should promptly contact a judge advocate for assistance. SECNAVINST 5720.42C, Department of the Navy Freedom of Information Act Program, applies.

c. Privacy Act Exemption 30: disclosure for a "routine use" of the FSC records (the Navy Family Support Program system of records, system N01754-1). Routine uses are published in the Federal Register and are included in the Privacy Act Statement given to FSC users. Four of the more important routine uses are:

- (1) disclosure to state and local government authorities in accordance with state or local laws requiring the reporting of suspected child abuse or neglect;
- (2) disclosure to the appropriate federal, state, local, or foreign agency charged with law enforcement, where FSC records indicate that a violation of law may have occurred;

- (3) disclosure to certain foreign authorities in connection with international agreements, including status of forces agreements (SOFA's); and
- (4) disclosure to the Department of Justice for litigation purposes.

Other routine uses may apply in particular situations, and other Privacy Act exemptions may be used to disclose information where appropriate. In cases where there is any question as to the propriety of disclosure, the advice of a judge advocate should be sought.

7. If information from a user's FSC record is disclosed in any way other than through Exemption 1 or 2, a disclosure accounting must be kept in accordance with paragraph 7c of SECNAVINST 5211.5C. All disclosure accountings must be recorded on OPNAV 5211/9, Record of Disclosure -- Privacy Act of 1974 (Tab B).

8. Requests for record access will be handled as follows:

a. A request by a user for access to his or her own record, or an oral or written third-party request for access to a user's record made with the prior written consent of the user, will be handled in accordance with the Privacy Act and SECNAVINST 5211.5C.

b. A request for record access by FSC professional staff will be handled by the FSC Director in any manner he or she deems appropriate.

c. A request for record access which is of a type mentioned in subparagraph 6a(2)-(6) and 6c above (i.e., DoD user from outside the FSC and routine users) will normally be in writing and signed by the person seeking the records. In the case of a request by an organization such as a governmental agency, the signature should be that of a person holding a position of significant authority in the organization, at least equivalent to that of the head of the local branch of the organization. The decision to approve or disapprove the request will be made by the FSC Director.

d. A Freedom of Information Act request for an FSC record will be handled in accordance with the Freedom of Information Act and SECNAVINST 5720.42C.

e. Any other request for record access must be submitted in writing stating fully the "need to know" or other statutory basis for access, and must be processed through the chain of command to Commander, Naval Military Personnel Command (NMPC-66), for disclosure determination.



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9. Since FSC records on individuals who volunteer to assist at an FSC will be kept in a Privacy Act "system of records," those records will be maintained in strict compliance with the Privacy Act and SECNAVINST 5211.5C. A notice of this system (NO1754-2) has been placed in the Federal Register. The Privacy Act statement in TAB C (OPNAV 1754/3) will be provided to a volunteer or potential volunteer whenever information is to be collected from the volunteer or potential volunteer for use in his or her records in this system of records. When disclosure accountings are required, they will be made on OPNAV 5211/9 (TAB B).

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IMPORTANT NOTICE

Information which you provide to the Family Service Center (FSC) counselors will be treated in a sensitive manner by the FSC and will be managed in accordance with the Privacy Act of 1974, 5 U.S.C. Sect. 552a. The information provided by the client to FSC is not privileged. Although the information solicited is intended to aid the FSC in assisting you, certain kinds of information may be provided by the FSC to others as required by law or regulation. Routine uses for the Navy Family Support Program record system are listed in the Privacy Act statement below.

PRIVACY ACT STATEMENT FOR NAVY FAMILY SERVICE CENTER PROGRAM

1. LEGAL AUTHORITY FOR REQUESTING INFORMATION FROM YOU: 5 U.S.C. Sect. 301, which allows the Secretary of the Navy to make regulations for the Department of the Navy. One of those regulations, SECNAVINST 1754.1A, Department of the Navy Family Service Center Program, established the Navy Family Service Center Program.
2. PRINCIPAL PURPOSE FOR WHICH YOUR INFORMATION WILL BE USED: The information you provide will help the Family Service Center (FSC) professional staff assist you.
3. ROUTINE USES WHICH MAY BE MADE OF YOUR INFORMATION: In addition to using the information you give us for the "principal purpose" given above, your information may be used for one or more of the "routine uses" listed in the Federal Register notice for this system (including the blanket routine uses that are applicable to all Navy Privacy Act systems of records). This Federal Register notice is available here at the FSC for you to see if you wish.

Four of the more important routine uses are:

- a. disclosure to state and local government authorities in accordance with state or local laws requiring the reporting of suspected child abuse or neglect;
- b. disclosure to the appropriate federal, state, local, or foreign agency charged with enforcing a law, where FSC records indicate that a violation of law may have occurred;
- c. disclosure to certain foreign authorities in connection with international agreements, including status of forces agreements (SOFA's); and
- d. disclosure to the Department of Justice for litigation purposes.

TAB A to  
Enclosure (3)

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4. OTHER DISCLOSURE OF YOUR INFORMATION: In addition to using the information you give us for the "principal purpose" and the "routine uses" given above, your information may be disclosed in certain other specific circumstances, as permitted by exemptions to the Privacy Act. These could include disclosures to a commanding officer and other DoD officials in connection with certain security clearances, personnel reliability programs, law-enforcement programs, life-threatening situations, substance-abuse programs, and family abuse situations.

5. DISCLOSURE IS VOLUNTARY: You need not disclose any information to us; however, failure to provide this information may hinder or prevent the FSC staff from being able to assist you.

I have read and understand the above IMPORTANT NOTICE and Privacy Act statement and the routine uses of the information which may be provided by me. My FSC counselor has explained the contents of the Privacy Act statement to me.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

**UNAUTHORIZED DISCLOSURE OF PERSONAL INFORMATION FROM  
THIS RECORD COULD SUBJECT THE DISCLOSER TO CRIMINAL PENALTIES**

- TITLE & DESCRIPTION OF RECORD**

[illegible]

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PRIVACY ACT STATEMENT FOR VOLUNTEERS

1. LEGAL AUTHORITY FOR REQUESTING INFORMATION FROM YOU: 10 U.S.C. Sect. 5031, which allows the Secretary of the Navy to make regulations for the Department of the Navy. One of those regulations, SECNAVINST 1754.1A Department of the Navy Family Service Center Program, established the Navy Family Service Center Program. 10 U.S.C. Sect. 1588, which allows the Secretary of the Navy to accept volunteer services to assist the Family Service Center Program.

2. PRINCIPAL PURPOSE FOR WHICH YOUR INFORMATION WILL BE SERVED: To supervise your performance as a volunteer in the Navy Family Service Center Program.

3. ROUTINE USES WHICH MAY BE MADE OF YOUR INFORMATION: In addition to using the information you give us for the "principal purpose" given above, your information may be used for one or more of the "routine uses" listed in the Federal Register notice for this system (including the blanket routine uses that are applicable to all Navy Privacy Act systems of records). This Federal Register notice is available here at the Family Service Center for you to see if you wish. Three of the more important routine uses are:

a. disclosure to the appropriate federal, state, local, or foreign agency charged with enforcing a law, where Family Service Center records indicate that a violation of law may have occurred;

b. disclosure to certain foreign authorities in connection with international agreements, including status of forces agreements (SOFAs); and

c. disclosure to the Department of Justice for litigation purposes.

4. DISCLOSURE IS VOLUNTARY: You need not disclose any information to us; however, failure to provide this information will prevent us from being able to assign you to duties as a volunteer in Family Service Center Program.

I have read and I understand the above Privacy Act statement and the uses of the information which I may provide. The contents of the Privacy Act statement have been explained to me.

---

Date

---

Signature of Volunteer

---

Date

---

Signature of Witness

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GUIDANCE FOR USE OF VOLUNTEERS IN FAMILY SERVICE CENTERS

An active volunteer program contributes substantially to the overall positive picture of the Family Service Center and the Navy. Volunteer services allow Navy members to work within the Navy system to demonstrate that the Navy really does care. Volunteers reach many people on a one-to-one basis with this positive attitude. They have credibility with Navy families because volunteers have lived and experienced what they talk and care about.

A viable volunteer system can enhance the Family Service Center's Program. While volunteers represent an important extension of the services of paid staff, they should not be thought of as substituting for paid staff. Their interests and level of commitment are based on different motivational factors. Therefore, a distinctive approach geared to voluntary action must be developed.

A successful volunteer effort begins with a recognition of the importance of volunteer work. In a society where money so often determines worth, work done without pay must be explicitly recognized as valuable. Volunteerism allows people to pursue human and social concerns and to directly influence the quality of life within their communities. Volunteers for the FSC are both a link to the Navy and civilian community and an important means of enlisting interest and support.

#### ORGANIZING A VOLUNTEER PROGRAM

The entire staff must establish clear objectives for the volunteer program, identifying areas where volunteers can contribute and noting what the volunteers can expect from the FSC. The volunteer may be supervised by the Program Coordinator or by a designated Volunteer Coordinator.

#### RECRUITING

The FSC should try to expand its nucleus of volunteers to as large and varied a talent bank as possible, using many sources for recruiting. The Navy wives' clubs, the Navy League, retired Navy personnel and their families, the Fleet Reserve Association (FRA), the Naval Enlisted Reserve Association (NERA), veterans' groups and similar organizations often provide skilled and highly motivated people for volunteer activities. In addition, civic, professional, and community agencies and organizations, religious and fraternal groups, retired persons, alumni associations and local universities are all potential places for recruiting. FSCs should identify volunteers already working in the civilian community who are available to the Navy community.

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The value of using Navy spouses as volunteers cannot be overstated. Because of their rich experience and understanding, they can offer many useful skills.

Single sailors may find volunteering an FSC to be a rewarding outlet for their talents and free time. A special effort to involve single sailors can be of benefit to both the FSC and the individual.

When recruiting, expectations and goals for both the FSC and the volunteer need to be defined in clear, contractual terms. The greater the variety of options a potential volunteer has in terms of types of work, time schedule, and flexibility, the better the possibility of successful involvement. Occasionally, a volunteer may be told that his or her skills cannot be used in the program at the present time. This kind of selectivity reveals a healthy development since retention should be based on the goals of the program.

#### PLACEMENT AND TRAINING

The most important aspect of a volunteer program is placement. To avoid misconceptions about the nature of the work to be done, written job descriptions should be developed. These descriptions should include responsibilities, qualifications, and skills that are desirable, the time commitment that is required, and the time that will be required for training. The volunteer needs to understand his or her role in the context of the larger program, grasping fully the interrelationships between salaried and volunteer assignments. Also, job descriptions can be helpful to volunteers if they enter the job market or wish to advance in a current job. The federal government and some private employers now recognize and give weight to volunteer experience as a qualifying factor, and many educational institutions will certify training programs through which volunteers can earn nationally recognized Continuing Education Units (CEUs) for non-degree adult education.

#### MAINTENANCE OF VOLUNTEER PROGRAM

Good human relations mark a successful program, therefore, attention should be given to building interpersonal relationships among and between volunteers and the FSC salaried staff, emphasizing mutual trust and team support. Volunteers should not be considered "nonprofessional." More than their paid counterparts, volunteers need moral support and encouragement, direction, and recognition. Volunteers should always be included along with paid staff in training programs whenever possible.

#### RECORDS AND INFORMATION

The Volunteer Coordinator should be responsible for record-keeping and should develop a simple, practical system suited to the FSC's needs. Recordkeeping of volunteer activities can be used to

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support planning and funding proposals and to provide documentation when a volunteer requests a work experience record. Records for individuals should include job descriptions, training, hours spent in service, evaluation of development, and letters of recommendation.

A volunteer resource list could be developed, showing names and addresses of volunteers, days and hours availability, skills, interests, and previous experience. Also a cross-reference file of skills or service areas may be included. This skills bank should be available to other Navy and community organizations.

A questionnaire and descriptive information on the FSC volunteer system could be sent to newcomers as well as members of the command. The questionnaire should request a profile of the individual's skills and experience.

#### SUPERVISION AND EVALUATION

Quality supervision and evaluation procedures can help volunteers learn their responsibilities, do a more competent job, and increase the satisfaction they derive from their work. Offering quality supervision can be an excellent recruiting tool. Volunteers who feel they will be supervised with the same consistency and thoroughness as staff are more apt to be motivated to work with an agency. In turn, the volunteer whose performance and level of commitment are not consistent with the FSC's stated expectations needs judicious counseling. Occasionally volunteer/FSC relationships are unsatisfactory and need to be terminated.

Giving positive feedback and recognition is probably the most effective reward that can be bestowed on volunteers. Writing letters of personal commendation, having meetings which formally recognize achievement and growth, and publicizing valuable contributions made by volunteers are all ways of acknowledging their efforts.

#### SPECIAL CONCERNS

Accident and liability insurance may be necessary for volunteers and should be worked out before recruitment. The Civilian Personnel Office and the JAG office can advise on this matter.

Volunteers are entitled to tax benefits under the charitable contributions provision of the Internal Revenue Code. Federal tax deduction for volunteers include automobile mileage, bus and cab fare, parking and tolls, telephone bills, entertainment and meals for others, and meals and lodging for overnight trips. Local IRS Taxpayer Assistance Service can provide a description of these tax benefits including Publication No. 524, "Income Deductions for Contributions.



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SOURCES OF INFORMATION

NATIONAL ORGANIZATIONS

AMERICAN PUBLIC WELFARE ASSOCIATION  
1125 15th Street N.W.  
Washington, DC 20005

ASSOCIATION FOR VOLUNTEER ADMINISTRATION (AVA)  
P. O. Box 4584  
Boulder, CO 80306

ASSOCIATION OF VOLUNTARY ACTION SCHOLARS  
S-211 Henderson Human Development Building  
The Pennsylvania State University  
University Park, PA 16802

INDEPENDENT SECTOR  
1821 L Street, N.W.  
Washington, DC 20036

NATIONAL CONFERENCE ON SOCIAL WELFARE  
1730 M Street, N.W.  
Washington, DC 20036

VOLUNTEER DEVELOPMENT INSTITUTE  
1700 North Moore Street  
Rosslyn, VA 22209

VOLUNTEER: THE NATIONAL CENTER FOR CITIZEN  
INVOLVEMENT  
1111 North 19th Street  
Arlington, VA 22209

Many counties and cities have volunteer clearinghouses, voluntary action centers, and volunteer bureaus within social services or human resources department.

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# Family Service Center Report

## 1 General Information

**Family Service Center:** \_\_\_\_\_  
**Telephone** Autovon: \_\_\_\_\_  
 Commercial: ( ) \_\_\_\_\_

**Quarter covered:** ☐ Oct—Dec ☐ Jan—Mar  
☐ Apr—Jun ☐ Jul—Sep

**Date of report:** \_\_\_\_\_

## 2 Counseling Services/Caseload

### A. Number of client cases

Indicate number of cases involving an interaction between a professional (FSC staff member) and a client (individual, couple or family). Count a couple as one case. Count a family as one case. Identify each case with the family member who is a service member. If more than one person in the family is on active duty, report information for the *senior* member. Once a case is closed, consider each subsequent request for a different type of service a new case.

- **Other than Navy:** Marine Corps, Army, Air Force, Coast Guard and civilians. Count Reserves as civilians.
- **Number of cases carried over:** The number of cases involving counseling service during the previous reporting quarter for which service has continued into the current reporting quarter.
- **Number of new cases:** The number of cases of counseling service for clients first opened during the current reporting quarter.

- **Number of reopened cases:** The number of former cases of counseling service for clients reopened for the same service during the current reporting quarter.

- **Number of cases closed:** The number of cases of counseling service for clients closed during the current reporting quarter.

- **Number of sessions:** The total number of times a professional (FSC staff member) met with a client (individual, couple, or family) during the current reporting quarter.

Case Type		Client Status								TOTAL	No. of Sessions
		Navy				Other than Navy					
		Active	Dependent	Reserve	Retired	Active	Dependent	Retired	Civilian		
1. Number of cases carried over	Individual										
	Couple										
	Family										
	TOTAL										
2. Number of new cases	Individual										
	Couple										
	Family										
	TOTAL										
3. Number of reopened cases	Individual										
	Couple										
	Family										
	TOTAL										
TOTAL (1 + 2 + 3)											
4. Number of cases closed	Individual										
	Couple										
	Family										
	TOTAL										

### B. Client demographics

NOTE: For items B1 and B2, provide total number of *individuals* seen.

#### 1. Sex (Closed cases only)

Adult male \_\_\_\_\_  
 Adult female \_\_\_\_\_  
 Children (18 or under) \_\_\_\_\_  
**Total** \_\_\_\_\_

#### 2. Race/ethnic background (Closed cases only)

Caucasian \_\_\_\_\_ Amer. Indian \_\_\_\_\_  
 Black \_\_\_\_\_ Asian/Pacific Island \_\_\_\_\_  
 Hispanic \_\_\_\_\_ Other \_\_\_\_\_  
**Total** \_\_\_\_\_

NOTE: For Items B3 through B7, provide the number of client cases (not individuals) for each category.

#### 3. Marital status (Closed cases only)

Married \_\_\_\_\_ Single parent (w/custody) \_\_\_\_\_  
 Single \_\_\_\_\_ Dual career \_\_\_\_\_  
 Divorced \_\_\_\_\_ military \_\_\_\_\_  
 Separated \_\_\_\_\_  
 Widow(er) \_\_\_\_\_ Unknown \_\_\_\_\_

#### 4. Type of quarters (Closed cases only)

UEPH/UOPH (BEQ/BOQ) \_\_\_\_\_  
 Gov't housing \_\_\_\_\_  
 Ship \_\_\_\_\_  
 Private housing \_\_\_\_\_

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## Counseling Services/Caseload (Cont.)

### B. Client demographics (Continued)

Items B5, B6, and B7 apply to active duty cases (and their dependents) only. NOTE: if both people in a couple are on active duty, report information for the senior member.

#### 5. Rank (Closed cases, active duty cases only)

E1—E3	_____	O1—O3	_____
E4—E6	_____	O4—O6	_____
E7—E9	_____	O7—O10	_____
W1—W4	_____		

#### 6. Service member's unit type

(Closed cases, active duty cases only)

Aviation	_____	Shore	_____
Surface	_____	Other	_____
Submarine	_____		

#### 7. Service member's status

(Closed cases, active duty cases only)

In-homeport	_____	Geographic	_____
Deployed	_____	bachelor	_____
Unaccompanied tour	_____	Non-deploying unit	_____

### C. Source of referral (Closed cases only)

Self	_____	Medical (military)	_____
Command	_____	Volunteer	_____
Chaplain	_____	Civilian agency	_____
Legal	_____	Military agency	_____

### D. Services

#### 1. Service provided (Closed cases only)

Refers to the primary/major counseling service provided (versus Community Educational Service addressed in Section 3); "Other" includes such services as Stress Management counseling.

Personal	_____	Financial	_____
Marriage	_____	Employment	_____
Family	_____	Deployment	_____
Family/Child Development	_____	Assistance	_____
Special Needs Families	_____	Retired Affairs	_____
Career Information	_____	Spiritual	_____
		Other	_____

**Supplemental service:** Provide the number of cases for which counseling service(s) were provided for the same client in addition to the primary service indicated above.

#### 2. Number of individuals in the cases recorded in item D1 who were:

Victims of		Rape	_____
Spouse abuse/neglect	_____	Sexual assault	_____
Child abuse	_____	Abusers of	
Child neglect	_____	Drugs	_____
Incest	_____	Alcohol	_____

## 3 Community Educational Services

Brief/Class/Workshop	Sessions	Number of Attendees	Brief/Class/Workshop	Sessions	Number of Attendees
Pre-Deployment	_____	_____	Marriage Enrichment	_____	_____
Post-Deployment	_____	_____	Command/Staff Briefs	_____	_____
Ombudsman	_____	_____	Support Groups	_____	_____
Financial	_____	_____	Other (Specify):	_____	_____
Consumer	_____	_____		_____	_____
Newcomer	_____	_____		_____	_____
Family Development	_____	_____		_____	_____

## 4 Inquiries

Means of contact	Number	Disposition	Number
Telephone	_____	Provided requested information	_____
In person	_____	Referred to military resource	_____
Written	_____	Referred to civilian resource	_____
		Referred to FSC Counselor	_____
		Crisis Intervention	_____
		Consultation (third party)	_____

## 5 Relocation Assistance

Welcome Aboard packets	Number	Hospitality kits	Number
Individual	_____	Information about other bases	_____
Command	_____		

## 6 Staff Utilization

Number of on-board staff (as of end of quarter)		Number of volunteers	
Military (by rank/rate)	Civil Service (by GS-level)	Contractor	Number of volunteer hours (as of end of quarter)
_____	Full-time _____	Full-time _____	
_____			
_____	Part-time _____	Part-time _____	
_____			
_____			

## 7 Comments

(Attach additional sheet if necessary)

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**FAMILY SERVICE CENTER REPORT**  
**COMPLETION INSTRUCTIONS**

The Family Service Center Report is divided into seven sections:

1. General Information
2. Counseling Services/Caseload
3. Community Educational Services
4. Inquiries
5. Relocation Assistance
6. Staff Utilization
7. Comments.

Data for each section is to be tabulated separately, in accordance with the instructions provided below.

**PLEASE TYPE OR PRINT USING BLACK INK**

**1. GENERAL INFORMATION**

Provide FSC name and telephone numbers, both Autovon and commercial. Check the appropriate box for the quarter covered by the report. Fill in the date of the report.

**2. COUNSELING SERVICES/CASELOAD**

All data in this section (2.A through 2.D) applies to counseling services only. Data for other services is to be reported in subsequent sections.

A. Number of Client Cases - Indicate the number of client cases involving interaction between a professional (FSC staff member) and client (individual, couple, or family) for each of the client status categories. If a couple is receiving joint counseling, they should be counted as one case. Similarly, if a family is being counseled as a unit, it should be counted as one case. For tabulation of data, identify each case with the family member who is a service member. If more than one person in the family is on active duty, report information for the senior member.

Specific category definitions are as follows:

- . Other than Navy - Marine Corps, Army, Air Force, Coast Guard, and civilians (count other Service Reserves as Civilians)
- . Number of Cases Carried Over - The number of cases involving counseling service during the previous reporting quarter for which service has continued into the current reporting quarter (regardless of whether or not they were closed during this quarter)
- . Number of New Cases - The number of cases of counseling service for clients first opened during the current reporting quarter
- . Number of Reopened Cases - The number of former cases of counseling service for clients reopened for the same service during the current reporting quarter

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- . Number of Cases Closed - The number of cases of counseling service for clients closed during the current reporting quarter (regardless of when they were opened)
- . Number of Sessions - The total number of times a professional (FSC staff member) met with a client (individual, couple or family) during the current reporting quarter.

Once a case is closed, consider each subsequent request for a different type of service a new case. For example, a couple might be given financial counseling, and their case closed. If they return, even in the same quarter, for marriage counseling, the marriage counseling should be considered a new case for reporting purposes. If the same couple were to return for additional financial counseling, their financial counseling case would be considered reopened in accordance with the definition given above.

The Case Type/Client Status matrix will provide an overview of both the total number of client cases and the number of times those clients were seen. Totals should be calculated horizontally for each case type and client category (individual, couple, family, and total) and vertically for each case type and client status. The sum of cases carried over, new cases, and reopened cases (1+2+3) will portray the volume of cases that were active during the reporting quarter. The number of cases closed will provide the basis for additional, detailed data in sections 2.B, 2.C, and 2.D.

AS A CROSS-CHECK, THE TOTAL NUMBER OF CASES IN SECTIONS 2.B.3 (MARITAL STATUS), 2.B.4 (TYPE OF QUARTERS), 2.C (SOURCE OF REFERRAL), AND 2.D.1 (SERVICE PROVIDED) SHOULD EACH BE EQUAL TO THE TOTAL NUMBER OF CASES CLOSED, RECORDED IN SECTION 2.A.4.

SECTIONS 2.B, 2.C, AND 2.D APPLY TO CLOSED CASES (AS DEFINED ABOVE) ONLY.

Reporting of detailed information by closed cases will accomplish two objectives: it will ensure a complete picture of all services that were provided during the history of a given case; and, by avoiding any interference with active case records, the administrative burden on FSC staff will be reduced.

When both spouses are on active duty and seek joint counseling, demographic information should be recorded for the senior member.

#### B. Client Demographics

1. Sex (Closed Cases Only) - Indicate the total number of individual adult males and adult females receiving counseling service during the current reporting quarter; indicate the total number of children 18 or under (both male and female) receiving service during the current reporting quarter; provide the total number of individuals receiving service during the current reporting quarter (males, females, and children 18 or under).
2. Race/Ethnic Background (Closed Cases Only) - Indicate the total number of individuals in each category. The total of all categories should be equal to the total number of individuals recorded in section 2.B.1, Sex.

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3. Marital Status - Indicate the total number of closed client cases in each category for the current reporting quarter; a couple should be counted as one case. The total of all categories should be equal to the total number of cases closed recorded in section 2.A.4.

4. Type of Quarters - Indicate the total number of closed client cases in each category for the current reporting quarter. The total of all categories should be equal to the total number of cases closed recorded in section 2.A.4.

Sections 2.B.5 through 2.B.7 apply to ACTIVE DUTY client cases (and their dependents) ONLY. If both people in a couple are on active duty and seek joint counseling, report information for the senior member.

5. Rank - For all active duty client cases closed this quarter, indicate the rank of the family service member (sponsor).

6. Service Member's Unit Type - For all active duty client cases closed this quarter, indicate the unit type of the family service member (sponsor).

7. Service Member's Status - For all active duty client cases closed this quarter, indicate the geographic status of the family service member (sponsor). "Geographic bachelor" includes personnel who are TAD away from facility and those whose ships are in overhaul away from the homeport.

C. Source of Referral (Closed Cases Only) - Indicate, by source, the total number of client cases referred to the FSC. Command count includes referrals by anyone in the servicemember's parent command, including the command chaplain. Chaplain count includes referrals by chaplains not attached to the parent command. Volunteer count should include individuals such as Ombudsmen. The total for all sources should be equal to the total number of cases closed recorded in section 2.A.4.

D. Services

1. Service Provided (Closed Cases Only) - Indicate the total number of client cases in each category by primary/major counseling service provided (vs. community educational service). A distinction is to be made between primary/major counseling service and supplemental services. For example, if a husband and wife come into the FSC with marital problems and marriage counseling service is provided, but the couple also receives financial counseling and family/child development counseling, the primary/major service provided is marriage counseling. The other two services provided should be tabulated as supplemental service. Count one primary service per case. The total for all categories of primary/major counseling should be equal to the total number of cases closed recorded in section 2.A.4.

. Other - Includes such services as Stress Management Counseling

. Supplemental service - Provide the number of cases for which counseling service(s) were provided for the same client in addition to primary service.

2. Number of individuals in the Cases Recorded in Item D1 - In the categories provided, indicate the total number of individuals whose cases recorded in section 2.D.1 (Service Provided) involved abuse. For Spouse Abuse/Neglect, Child Abuse, Child Neglect, Incest, Rape, and Sexual Assault categories, indicate number of victims only.

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3. COMMUNITY EDUCATIONAL SERVICES

Provide the number of sessions held during the current reporting quarter and indicate the total number of individuals attending the briefs/classes/workshops conducted. Specify any other brief/class/workshop not listed. Attach additional sheet if necessary, following same format.

4. INQUIRIES

- . Means of Contact - Indicate in the categories provided the total number of telephone, in-person, and written inquiries received during the current reporting quarter.
- . Disposition - Indicate in the categories provided what action was taken on the inquiries received. Consultation (third party) includes consultation with professionals (other than FSC staff) and with other parties with interest in client cases.

5. RELOCATION ASSISTANCE

- . Welcome Aboard Packets - Indicate the number of packets provided directly to individuals, and the total number of packets provided to commands for distribution by the command.
- . Hospitality Kits - Indicate the number of kits distributed.
- . Information About Other Bases - Indicate the number of times information about other bases was provided during the reporting quarter.

6. STAFF UTILIZATION

- . Number of On-board Staff - Record the number of on-board military, civil service and contractor FSC staff members as of the end of the current reporting quarter.
- . Number of Volunteers - Indicate the total number of volunteers who were active during the current reporting quarter.
- . Number of Volunteer Hours - Indicate the total number of hours of service provided by volunteers during the current reporting quarter.

7. COMMENTS

Describe new or different workshops and/or programs, major briefings, and any other accomplishments which will contribute to FSC program justification. Also include descriptions of any significant client-related events (e.g., major factor in reenlistment, prevented suicide, etc.). Attach additional sheet if necessary.

The report for the first quarter of the fiscal year (submitted in January) should record in this space the total number of individual case files, active and inactive, maintained by the FSC during the period 1 January through 31 December of the preceding year. Information is to be provided to comply with the Privacy Act.